

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	8407607
<b>Application Number:</b>	09577225
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4215
<b>Title of Invention:</b>	Service level management
<b>First Named Inventor/Applicant Name:</b>	Lundy Lewis
<b>Customer Number:</b>	00909
<b>Filer:</b>	Syed Jafar Ali/Miriam E. Nelsen
<b>Filer Authorized By:</b>	Syed Jafar Ali
<b>Attorney Docket Number:</b>	019287-0317271
<b>Receipt Date:</b>	13-SEP-2010
<b>Filing Date:</b>	23-MAY-2000
<b>Time Stamp:</b>	17:14:44
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1298
RAM confirmation Number	4275
Deposit Account	033975
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

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**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		019287-0317271_RCE_Amend-TDs_IDS.pdf	763385 92f980455a76434043d8ae9962bfb524caf57b26	yes	26
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Request for Continued Examination (RCE)		1	1	
	Amendment Submitted/Entered with Filing of CPA/RCE		2	2	
	Claims		3	14	
	Applicant Arguments/Remarks Made in an Amendment		15	21	
	Terminal Disclaimer Filed		22	22	
	Terminal Disclaimer Filed		23	23	
	NPL Documents		24	25	
	Information Disclosure Statement (IDS) Filed (SB/08)		26	26	
Warnings:					
Information:					
2	Fee Worksheet (PTO-875)	fee-info.pdf	33037 0ca9c0f6b336e561c648338c3b417d8c9229e33db	no	2
Warnings:					
Information:					
Total Files Size (in bytes):			796422		

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.